

POSITION GUIDE
NONAPPROPRIATED FUNDS

JOB NUMBER

FLSA: Non-exempt

TITLE: Hotel Customer Service Agent

PAY PLAN/SERIES/LEVEL - NF-0303-2

MAJOR DUTY DESCRIPTION:

Serves as a customer service agent at a lodging property having in excess of 399 rooms. Provides information on hotel services, the installation or area locations and activities. Answers and/or resolves billing questions and concerns and assists or arranges for transportation for guests. Resolves conflicts arising from guest complaints. Ensures that guest information in rooms is current. Assist hotel manager with developing and implementing guidelines for appropriate standard responses to guest service failures and communication of corrective actions needed to the appropriate department. Performs desk clerk duties as required in support of the front of the house operations.

QUALIFICATION REQUIREMENTS:

Work experience directly related to the duties described above in a service related industry. Basic computer skills. Ability to type 40 words per minute.